



State of New Jersey

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January 11, 2002

Ref: 02-X-32533
Inmate/Resident Telephone Control Service
Original Bid Opening Date: November 1, 2001
Revised Bid Opening Date: December 20, 2001
Revised Bid Opening Date: January 25, 2002
New Revised Bid Opening Date: February 28, 2002

Addendum No. 5

To All Attendees of the Bidder's Conference:

This is to advise that the bid opening date has been changed. The new revised bid opening date is February 28, 2002. It is the bidder's responsibility to change the bid opening date on the bid return envelope.

The following revisions and clarifications are made to the referenced Request for Proposal (RFP):

1. Page 5, Page 5, Section 4.0 Contract Definitions, add the following definition:

BILLABLE REVENUE – All revenue generated from each and every telephone on the inmate/resident telephone control system. This revenue will include all service charges, all transport charges and any other generated revenue, excluding taxes and regulatory fees.

2. Page 14, Section 6.2.6, Fourth paragraph, add the following: The Contractor to provide a PC loaded with the proper software that DOC/JJC can have access to centralized system
3. Page 16, Section 6.3.1 Authorized System Features is revised to read as follows:

6.3.1 System Features

6.3.1.1 Mandatory Requirements

- All dialing instructions, warnings and messages should be available in English and Spanish for each data base.
- All telephones turned on and off at predetermined hours.
- Announcement on each call, except legal or Ombudsman, that call may be subject to monitoring and/or recording.
- Announcement on legal or Ombudsman calls that they are not monitored or recorded.
- Automated voice announcement to the called party identifying correctional facility name, city and a prerecorded inmate/resident name.
- Call splitting to isolate calling party from called party during call setup.
- Cutoff keys will be installed, at a DOC and JJC approved location, on every inmate/resident telephone line in each facility. These keys will enable the DOC and JJC to separately cut off service to any and all lines serving any area.
- Interactive acceptance or denial of call by called party.
- On demand system wide blocked numbers.
- Permit outgoing station to station collect calls only and billed to the called party.
- Provide inmate/resident with a message that call can not be completed as dialed.
- Security announcement instructing switch hook operation from either party to terminate call.
- Service must provide a capability to interface with both touch tone and rotary telephones at the called party location.
- System must be DTMF dialing only.
- System must limit access to one call per connection.
- Telephone switch hook operation will indicate disconnect of call only.
- The DOC and JJC will have the capability to monitor and record all calls on each line as needed from a central point in each facility without inmate/resident or called party detection.

6.3.1.2 Preferred Requirements

- Caller ID information passed to called party after call splitting.
- Prompts inmate/resident through dialing instructions.
- Provide inmate/resident with appropriate message (i.e. "call not accepted", "call blocked").

The DOC locations require monitoring and recording of all individual inmate calls. Monitoring equipment will be provided by the Contractor in each correctional facility. On site storage of these recorded calls need to be maintained for 90 days. Discs used for investigations or legal action are marked as evidence and maintained permanently. The bidder should provide information on additional system features available for consideration.

4. Page 17, Section 6.3.2 System Controls and Restrictions is revised as follows:

6.3.2 System Controls and Restrictions

6.3.2.1 Mandatory Requirements

- Block call forwarding from originally called party
- No access to an Operator
- No call waiting acceptance
- No credit card calls
- No incoming calls
- No partial service during system failure
- No person to person calls
- No pulse dialing
- No third party billing of calls
- No third party conference calls
- No transfer of calls
- No two telephones can be connected to the same line at the same time (i.e. Maximum Security)
- Ten time call limit, per facility, on any authorized number per day except for the four approved general population numbers.
- Time limit may be set on total minutes per month for all calls, per inmate/resident, excluding the approved general population numbers.
- Time limit on every authorized call with a warning tone thirty seconds to termination

6.3.2.2 Preferred Requirements

- Time of day restrictions on a called number. This option provides automatic enforcement of called party requests, facility requirements and legal requirements.

The bidder should provide information on additional system controls and restrictions available for consideration.

5. Page 20, Section 6.10 Commission Structure, add the following to the itemized report list:
 - Number of Calls
6. Schedule J, Inmate/Resident Telephone Control Service is revised. See attached Schedule J (Rev 1)
7. Schedule K Inmate/Resident Telephone Control Service is revised. See attached Schedule K (Rev 1).

Below are questions received on the referenced RFP and their responses:

- Question 1: Based on Section 6.3.1, the last feature listed and the subsequent paragraph seem to contradict each other. Does the DOC require the same feature set for the Adult facilities and the Juvenile facilities governed by this RFP? In particular, is full channel, full time recording required for the Juvenile facilities?

Response: At the present time JJC does not monitor or record calls but required the capability to do so in the future.

Question 2: Does the State wish to have call recordings archived to a central location after the 90-day online period has expired or will recordings be archived at each individual facility

Response: Each individual facility to archive the call recording

Question 3: Will the State reconsider its position on transport rates and assign a fixed value for inmate station collect rates?

Response: To be answered in a future addendum.

Question 4: Addendum #3 question 20; please expand on the answer "partitioned by facility."

Response: All information should be separated by each facility. For example, if a vendor chooses to use a centralized computer or controller, all information must be partitioned by facility.

Question 5: Addendum #3 question 30; will the scanners be required for this 2 station trial?

Response: Yes, fully operational system to include scanner.

Question 6: Please explain the state's understanding between a "sub-contractor versus a supplier. And does a vendor need to identify suppliers?

Response: Supplier provides equipment and material, would not provide service.

Question 7: Section 7, Proposal preparation and submission Instructions do not provide a specific place to respond to Section 6.2.3 (Authorization List) and Section 6.2.4 (Outgoing calls). Is a response required for these sections? If so, where in the proposal should this response be provided?

Response: No response is required for these Sections.

Question 8: Reference the State's response to Vendor Question 97. Is the vendor correct in interpreting that this response indicates that the specifications in Section 6.3.2 are "preferred" and are not "Mandatory"?

Response: See revisions to RFP above.

Question 9: Reference the State's response to Vendor Question 97. What other specifications in the RFP are "preferred, but not mandatory." From the wording in the RFP it is difficult to impossible to determine which requirements are mandatory vs. preferred. For example, Section 6.3.1 and 7.8.1, I read very similar to Sections 6.3.2 and 7.8.2, which the State has indicated is preferred. For clarity, would the State identify exactly which specifications listed in Section 6 (Scope of Work) are mandatory and which are preferred?

Response: See revisions to RFP above.

Question 10: Reference Section 6.5 Wiring. The specifications appear to mix internal, in-house facility wiring and local, external ("last mile") wiring/cabling within this section. Request the State clarify what is meant by the last sentence in Section 6.5 that states: "The new cable, if adequate, may be shared by other communication suppliers." Specifically, is the State referring to the "last mile" cabling in this sentence and is the State mandating sharing of the "last mile" facilities with other communication suppliers?

Response: Section 6.5 is for internal, in-house facility wiring, installed behind the Dmarc.

Question 11: Addendum 3, Vendor Question 111. Does the State require online access to the bubble form? If so, is that access to the form itself or only to the relevant data/information provided via the form that is required to run standard and administrative reports (as specified in Section 6.2.6)?

Response: Yes, does require on line access for information contained on the form.

Question 12: Specifically, how many trim line phones will the State require at what locations?

Response: Approximately five locations: NJ State Prison, Albert Wagner, Edna Mahon, East Jersey Northern State and Garden State correctional facilities.

Question 13: Can the State please break out Local and IntraLATA (Toll) minutes and calls into separate buckets.

Response: To be answered in a future addendum.

Question 14: MBE Requirement – the set aside subcontracting goals of 7% and 3% respectively of the value of the contract. What do the 7% and 3% refer to? This is on contract. Is the goal actually 10% of the value of the contract?

Response: The requirement is for a bidder to make a good faith effort to subcontract, at a minimum, 7% and 3% respectively of the value of it's proposal to NJ based, NJ Commerce & Economic Growth Commission – certified or certifiable minority owned and woman-owned business.

Question 15: Page 4, Question 8, Section 6.2.6 – Individual and Bulk Station Feature Changes – this seems to be applicable language for a PBX or Centrex type proposal. What, specifically, would individual and/or bulk feature changes refer to in the inmate control system? The stations are essentially “featureless,” the control system provides various call controls. What kind of bulk feature changes would be required in an inmate environment?

Response: System wide block on a specific number at all facilities may be required.

Question 16: Page 7, Question 20, Section 7.7.5 – I believe that a Centralized pin administration solution may refer to a location outside of the DOC facility. Is the response indicating that the State wants PIN administration to be handled on-site only? Would the State consider report generation and PIN administration to be handled in a non-DOC facility located in the State of New Jersey?

Response: See response to Question 4 above.

Question 17: Page 8, Question 29, Section 6.2.7 – System Administrators. (1) Is the State indicating that the minimum number of System Administrators desired is 1 for each 2 facilities and 1 full time SA at CRAF? Does the State realize that the requirement for bubble forms/scanners greatly reduces the need for on-site data entry? (2) What does the State envision to be the duties of an on-site System Administrator given automatic entry of PIN's, access to reports by Internal Affairs personnel, etc.

Response: Scanners would reduce number of discrepancies.
(1) No minimum number of System Administrators required.
(2) Duties are listed in 6.2.7, for example, moves and changes.

Question 18: Page 11, Question 45, Section 6.2.5 – (1) Although the State has been very specific about the maximum surcharge billed for each type of call, there has been no specific rate requirements for the transport charges. This could result in low surcharges quoted but very high per minute charges applied to end users. Would the State consider providing specific details relative to the rates they desire on per minute charges? (2) In a related Question (#62) Page 14, Section 7.7.3, the State agrees that it is their intention that the rates are not to exceed the local exchange carrier rates. Does this mean that the regulated

rates approved by the New Jersey State Regulatory authority are acceptable where applicable.

Response: To be answered in a future addendum.

Question 19: Page 11, Question 45, Section 6.2.5 – Is the State aware that current rates for local and inter-lata calls provide lower costs to inmate's families when calls are made at night, on weekends and on holidays? Is the State in agreement that these "discount" periods should be entirely eliminated or is the "postalized transport charge" in reference to long distance charges only (specifically Inter-Lata/Intra-State and Inter-Lata/Inter-State)?

Response: Postalized transport rates are required.

Question 20: Page 14, Question 63, Section 7.7.3 – Again, the State indicates that there is NOT a specific requirement for the maximum per minute transport fee. If the State is concerned about rates billed to inmate families/end users, are they concerned that a low surcharge coupled with a high per minute transport charge might defeat what they are trying to accomplish relative to controlling costs? Will the State provide specific guidelines for the per minute rate?

Response: No, the State will evaluate each RFP and take into consideration the rates quoted.

Question 21: Taking into consideration that collect call rates from prison facilities are regulated by the State Public Utility Commission and, if the local phone company (LEC) increases the local and intraLATA rate to over \$2.00 during the RFP process, would the NJ State DOC consider the new regulated LEC collect rate as the rate cap for the RFP? For example, if the State Public Utility Commission approves a rate increase on the local/intra-lata calls during the RFP process, will the State use the new rate cap for the collect call rates? Please keep in mind that regulated rates by the State PUC do not allow for higher or lower rates but just the rates that are in the respective tariff. It is understood that once the RFP is awarded, the rates would be "capped" for the life of the contract.

Response: To be answered in a future addendum.

Question 22: If a company is already certified for Affirmative Action within the State of New Jersey and can provide a NJ State Certificate for AA, but the vendor also complete the Affirmative Action Employee Information Report?

Response: If an Affirmative Action certificate is submitted with the proposal, the vendor does not have to complete the Affirmative Action Employee Information Report.

Question 23: Would the State consider moving the RFP due date to the third or fourth week of January 2002?

Response: See new revised bid opening date above.

Question 24: Will the State identify how many "user" terminals will be required for each site by site?

Response: Vendor to provide end user terminal in each facility.

Question 25: Will the State provide the evaluating criteria weighting prior to submission so Vendors can best emphasis their strengths to match the weighting?

Response: Criteria will be available at the bid opening.

Question 26: (1) Will the State allow vendor to order circuits in advance of finalist selection, in order to met the 30-day delivery requirement? (T-1 service orders are at least 45 to 60 days). (20 Will the "user/investigator" terminals reside in the phone room also? (3) What will the accessibility rules be for the telephone room for the testing period.

Response: (1) Yes
(2) All equipment to be installed in the phone room except for cut-off keys.
(3) To be advised prior to test period.

Question 27: Bubble Forms- Is it the State's intention to be an alpha site for technology that is not currently deployed or proven in this industry?

- a. Does the State anticipate all existing inmates/residents to use the bubble form? If not will the existing database be provided by the Sate?
- b. How will the new PIN numbers be deployed to the inmate/residents?
- c. How will inmate/resident changes to his/her call lists process after full implementation of the bubble system? Will they fill out a new form every quarter? Will the old data be purged?
- d. What happens if the inmate/resident does not know the addresses of the parties the wish to call?
- e. Will the State consider modifying the sample bubble form to allow Optical Marketing Recognition (OMR) by requiring bubble format insertion for ALL information that is filled in by the inmate/resident? (Current form allows writing).

- f. There is a space on the sample bubble form provided for PIN number. If the PIN number must be randomly generated, presumably by the ITS, what is this space used for?
- g. Is there a requirement as to how this report, containing the PIN, will be communicated back to the inmate?
- h. How many pages are required to contain all the information requested on (Section 6.3) the bubble form? The sample form was only one page. Is it permissible to use double-sided forms?

Response: (a) Yes, all inmates will use the bubble form
 (b) Procedure presently being developed
 (c) Inmate will complete a new bubble form each quarter. All data will be archived for investigation purposes.
 (d) DOC/JJC Issue
 (e) Yes
 (f) Initial assignment of PIN number, adds, changes, deletes.
 (g) No requirement at this time
 (h) Yes, but only one piece of paper per inmate, one page, double-sided

Question 28: Addendum #3, #11 and RFP section 6.3.2, is it the State's intent for the system to announce that "this call is a collect call from the NJ DOC Riverfront State Prison at Delaware Avenue and Elm Street in Camden NJ from inmate/resident name"?

Response: Provide facility name, city, inmate/resident name

Question 29: Will the State clarify Response "Verizon New Jersey Tariff – BPU-2 Exchange Service as well as AT&T current rates?"

Response: All tariffs are on the PBU Internet Home Page

Question 30: Section 6.2.7 and the response to Question 29. Are there currently 8 system administrators? Will the State allow for less "on site" administrators reporting directly to the sites if a "centralized in State" solution is offered?

Response: See Response to Question 17 above.

Question 31: To follow up on a previous question. Do we need to disclose the birthdates of our officers on the Ownership Disclosure Form to be compliant?

Response: No

Question 32: Will the selected vendor be required to supply a systems administrator for every two counties? Is there an administrator requirement for the counties?

Response: Vendor to coordinate with each County for a required schedule.

Question 33: RFP Item 6.2.6, Individual and Bulk Station Feature Changes, Please clarify or provide an example of what type of changes are intended by this sentence.

Response: See response to Question 15 above.

Question 34: Addendum #3, Question 29 established a ratio of service administrators of 1 per 2 sites, except CRAF, which will put the total number at 15 administrators. This is about double the number today. Should we all include 15 administrators in our calculations and bid response and as an option offer other alternatives? One method might be to include a base number of administrators, or none, and then provide a percentage reduction on the commissions for each service administrator added per Schedule H.

Response: Number of Site Administrators will be determined by the functionality of the system installed.

Question 35: Comments regarding Standard Terms and Conditions Document

I. Please note this bid states that any proposed changes, modifications, or exceptions will be a factor considered in the determination of an award. I want to suggest that it does not say the bidder will be thrown out, it simply states it is a factor, among many factors to be weighed. I stress this, due to initial concerns aired about taking any exceptions or suggesting any modification. Having stated that I am further aware that within the body of the INMATE/RESIDENT TELEPHONE CONTROL SERVICE DOCUMENT, under section 7.12, it states any such changes "may" result in the rejection of the proposal. For this reason, you may need to escalate this to the VP level to obtain the level of authority necessary to open the company to greater risk to pursue this potential opportunity.

2.1 This clause needs to be modified to be made mutual. It currently reads as follows:

LIABILITY – COPYRIGHT – The contractor shall hold and save the State of New Jersey, its officers, agents servants and employees, harmless from liability of any nature or kind for or on account of the use of any copyrighted or uncopyrighted composition, secret process, patented or unpatented invention, article or appliance furnished or used in the performance of this contract.

It should be modified to read:

LIABILITY – COPYRIGHT – The parties shall hold and save the other, their officers, agents servants and employees, harmless from liability of any nature or kind for or on account of the use of any copyrighted or uncopied composition, secret process, patented or unpatented invention, article or appliance furnished or used in the performance of this contract.

- 2.2 This clause needs to be modified to be made mutual. It currently reads as follows:

INDEMNIFICATION – The contractor shall assume all risk of and responsibility for, and agrees to indemnify, defend, and save harmless the State of New Jersey and its employees from and against any and all claims, demands, suits, actions, recoveries, judgments, and costs and expenses in connection therewith on account of the loss of life, property or injury or damage to person, body, or property of any person or persons whatsoever, which shall arise from or result directly or indirectly from the work and/or materials supplied under this contract. This indemnification obligation is not limited by, but is in addition to the insurance obligations contained in this agreement.

It should read:

INDEMNIFICATION – The contractor shall assume all risk of and responsibility for, and agrees to indemnify, defend, and save harmless the State of New Jersey and its employees from and against any and all claims, demands, suits, actions, recoveries, judgments, and costs and expenses in connection therewith on account of the loss of life, property or injury or damage to person, body, or property of any person or persons whatsoever, which shall arise from or result directly or indirectly from the work and/or materials supplied under this contract. This indemnification obligation is not limited by, but is in addition to the insurance obligations contained in this agreement. State of New Jersey specifically agrees to defend and indemnify contractor from any claims that may result from State of New Jersey's failure to properly maintain the area or enclosure except to the extent that such failure is due to the sole negligence or willful acts of contractor's employees or agents.

- 3.5 NOTE: I would suggest modifying to 30 days verses 10 but that is a business decision.

- 3.11 The first paragraph of this clause needs to be modified. It currently reads:

SUBCONTRACTING OR ASSIGNMENT – The contract may not be subcontracted or assigned by the contractor in whole or in part without the prior written consent of the Director of the Division of Purchase and Property. Such consent, if granted, shall no relieve the contractor of any of his responsibilities under the contract.

Please modify the first paragraph to read:

SUBCONTRACTING OR ASSIGNMENT – The contract may not be subcontracted or assigned by the contractor in whole or in part without the prior written consent of the Director of the Division of Purchase and Property, except,

either party may assign this contract to a parent, subsidiary or affiliated company by providing thirty (30) days written notice to the other party. Such consent, if granted, shall not relieve the contractor of any of his responsibilities under the contract.

INMATE/RESIDENT TELEPHONE CONTROL SERVICE DOCUMENT

3.5 Compliance with Public Works Contractor Registration Act

"(Vendor) does not currently believe that it is required to be certified/registered under the Public Works Act in order to perform the functions requested in this Proposal because our activities do not amount to a Public Works."

9.0 Supplement to Standard Terms and Conditions

Section 2 Liabilities currently reads:

The contractor assumes all risk and responsibility for, and agrees to indemnify, defend and save harmless the State of New Jersey and its employees from and against any and all claims, demands, suits, actions, recoveries, judgments and costs and expenses in connection therewith on account of loss of life, property or injury or damage to the person, body or property of any person or persons whatsoever, which shall arise or result from: (1) any willful misconduct or negligent act or omission of the contractor; or (2) the work, materials or services supplied by the contractor under the contract to the extent that such work, materials, or services are defective or not complaint with this contract; or (3) the contractor's breach of this contract. The State agrees to notify the contractor as soon as is practical of any claim, demand or action for which the State will request indemnification's from the contractor.

It should be modified to read:

The contractor assumes all risk and responsibility for, and agrees to indemnify, defend and save harmless the State of New Jersey and its employees from and against any and all claims, demands, suits, actions, recoveries, judgments and costs and expenses in connection therewith on account of loss of life, property or injury or damage to the person, body or property of any person or persons whatsoever, which shall arise or result from: (1) any willful misconduct or negligent act or omission of the contractor; or (2) the work, materials or services supplied by the contractor under the contract to the extent that such work, materials, or services are defective or not complaint with this contract; or (3) the contractor's breach of this contract. The State agrees to notify the contractor as soon as is practical of any claim, demand or action for which the State will request indemnification's from the contractor. State of New Jersey specifically agrees to defend and indemnify contractor from any claims that may result from State of New Jersey's failure to properly maintain the area or enclosure except to the extent that such failure is due to the sole negligence or willful acts of contractor's employees or agents.

Section 2.3

(Vendor) Reads, Understands, and Complies.

PLEASE ADD THE FOLLOWING CLAUSES:

LIMITATION OF LIABILITY. The obligation of contractor in the event of a service interruption caused by contractor, shall be limited to the use of reasonable diligence under the circumstances for restoration of service. **IN NO EVENT SHALL EITHER PARTY BE LIABLE TO THE OTHER FOR INCIDENTAL, SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING LOST STATION REVENUES, LOSS OF PROFITS OR OTHER COMMERCIAL OR ECONOMIC LOSS ARISING OUT OF THE PERFORMANCE OF THIS AGREEMENT, INCLUDING WITHOUT LIMITATION NEGLIGENCE PERFORMANCE OR FAILURE TO PERFORM, EXCEPT AS SET FORTH UNDER THE TERMINATION LIABILITY PROVISION HEREIN.**

DISPUTE RESOLUTION. Any claim, controversy or dispute between the parties shall be resolved by binding arbitration in accordance with the Federal Arbitration Act, 9 U.S.C. 1-16, not state law.

Response: The Statement in paragraph 1 of the RFP's Standard Terms and Conditions, relating to any changes, modifications or exceptions proposed by a bidder being a factor in the contract award decision, is meant to inform the bidder that material modifications or exceptions may necessitate the rejection of a bid as non-responsive. Please be advised that changes, modifications and exceptions similar to the one proposed above, have in other procurements been found to be material, resulting in the rejection of the involved bids as non-responsive.

Question 36: Is it acceptable for a central site to handle faxed data (on the bubble forms) from the remote sites? All information from the bubble forms will be faxed directly to the fax server at the central site. If there is anything that is not clear, then someone at that location will need to handle the document. Otherwise, the central site will not be required to deal with anything else and the forms would be interpreted and sent out to a database for processing. This solution would involve only a central processing solution instead of a scanning data capture station at each site.

Response: No.

Addendum No. 5 is to be incorporated and become a part of proposal 02-X-32533.

Sincerely yours,



Antoinette Lello
Purchase Bureau

Attachment:

1. Schedule J Inmate/Resident Telephone Control Service
2. Schedule K Inmate/Resident Telephone Control Service

Inmate/Resident Telephone Control Service Schedule J

System Features (continued)

	YES	NO
On demand system wide blocked numbers	_____	_____
Permit outgoing collect calls	_____	_____
Provide message that call can not be completed as dialed	_____	_____
Recording discs available for review and/or permanent storage	_____	_____
Recording equipment to be compatible with existing system	_____	_____
Security announcement instructing switch hook operation terminates call	_____	_____
Service to interface with both touch tone and rotary service	_____	_____
System must be DTMF dialing	_____	_____
System must limit access to one call per connection	_____	_____
Telephone switch hook operation indicates disconnect of call	_____	_____
The DOC/JJC capability to monitor and record calls from central point without detection	_____	_____

Inmate/Resident Telephone Control Service Schedule J

System Features (continued)

Preferred Requirements

YES

NO

Caller ID info passed to called
party after call splitting

Prompts for dialing instructions

Provide appropriate message

Comments:

Inmate/Resident Telephone Control Service Schedule K (REV 1)

System Controls and Restrictions

Ability to provide System Controls and Restrictions for each data base. Please initial response.

Mandatory Requirements

	YES	NO
Block call forwarding from originally called number	_____	_____
No access to an operator	_____	_____
No call waiting acceptance	_____	_____
No credit card calls	_____	_____
No incoming calls	_____	_____
No partial service during system failures	_____	_____
No person to person calls	_____	_____
No pulse dialing	_____	_____
No third party billing of calls	_____	_____
No third party conference calls	_____	_____
No transfer of calls	_____	_____
No two telephones can be connected to the same line at the same time	_____	_____

Inmate/Resident Telephone Control Service Schedule K

System Controls and Restrictions (continued)

	YES	NO
Ten time call limit on any authorized number per day	_____	_____
Time limit on total minutes per month	_____	_____
Time limit on every call with thirty second warning tone	_____	_____

Preferred Requirements

Time of day restrictions on a called number	_____	_____
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Comments:

Inmate/Resident Telephone Control Service

Schedule J (REV 1)

System Features

Ability to provide Authorized System Features for each data base. Please initial response.

Mandatory Requirements

	YES	NO
All dialing instructions, warnings and messages in English and Spanish	_____	_____
All telephones turned on and off at predetermined hours	_____	_____
Announcement of call monitoring and/or recording with exceptions	_____	_____
Announcement of no monitoring or recording of legal or Ombudsman	_____	_____
Automated voice announcement to called party	_____	_____
Call splitting of calling party from called party	_____	_____
Capability to monitor and record all calls on each line	_____	_____
Cutoff keys on all system telephone lines	_____	_____
Interactive acceptance or denial of call	_____	_____
Monitoring and recording capability without detection	_____	_____